What the agent does alone, and what is logged

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Three reversible actions, four human decisions · fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for the demonstration. **Only three actions happen without a request, and each is withdrawn with one word.** Everything else waits for a decision by the admissions office.

The three automatic actions

Action	What it does	What stops it
Chasing a missing document	**Day 2, day 8, day 15, on the channel chosen by the patient or the insurer**	**The document arriving, within the second — no reminder afterwards**
Matching the five identity traits	**Before anything is written; duplicate files flagged**	**No merging: the documented match goes to the identity vigilance team**

Action	What it does	What stops it
Daily record	Entries prepared, missing documents, files taken out of the batch, answers sent	**Goes to the head of the admissions office alone**

Duplicates, over the quarter

Measure	Result
Duplicates raised	**84**
Merges confirmed by the team	**79**
Matches set aside	**5 — two different patients, and it was worth checking**

The four decisions that stay with a person

Decision	Who takes it	What the agent brings
Approving a file before entry	**The reception and admissions officer**	**The complete file, the gaps named**
Settling what goes to billing	The head of the admissions office	The 273 statements, discrepancies first
Merging two patient files	**The identity vigilance team**	**The documented match and the document that settles it**
Answer outside the twelve subjects	The admissions officer	**The reply drafted and sourced within two hours**

Across 8,450 files over two quarters, those acts were performed 8,450 times by a person. This is not a setting that could be loosened: it is the way the agent is connected, and the log proves it line by line.

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What is measured, and what is advised against

Indicator	Proposed?	Reason
Complete files at entry	**Yes**	Measures the service delivered to the patient
Deadlines met	**Yes**	Measures the promise made to families
Documents obtained first time	**Yes**	Measures how clear the request was
Calls answered	**Yes**	Measures the service's availability
Admissions handled per officer	**Advised against**	**Once tracked it becomes a target; time gets saved where it costs least, and identity checking is the first thing to give way — the instrument destroys what it measures**

> **If management still wants an individual indicator, the agent produces it**, bringing the prior information of staff, the written purpose and the retention period. **The decision belongs to the hospital, and it is handed over documented.**

For the hospital to settle

Four indicators retained for the service dashboard: _____

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> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-admissions-hospitalieres

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed. Ch.

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encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.